

USPS Report on PRC Rate and Service Inquiries for October 2011

The Postal Regulatory Commission referred 48 inquiries to the Postal Service in October. Customers received responses on average within 12 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (37) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (9) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (2) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topics are being highlighted for their possible interest to a larger audience.

Change of Address

You can change your address on a permanent or temporary basis depending on your circumstances. A *Temporary Change of Address* allows your mail to be forwarded piece by piece to a different address for a certain period of time such as a second home during the winter or summer. By paying a fee, you can use Premium Forwarding Service to have all of your mail forwarded to a temporary address in one batch on a weekly basis. A *Permanent Change of Address* would change your address permanently as the result of a move to a different location. For additional information, go to the [Change of Address – Forwarding Mail](#).

The following information describes the different options to change an address in more detail:

A *Change of Address (COA)* request must be submitted by the addressee or by someone authorized to file on behalf of the addressee, and may be filed using one of the following methods:

- **Online** (requires a \$1.00 verification fee) – An *Internet Change of Address (ICOA)* is a valid notification of a Change of Address (COA) that you can complete online at www.usps.com/moversguide. You will receive all of the official documentation as if you went in person to change your address at the Post Office™. For additional information, go to the [Internet Change of Address FAQ](#).
 - **Telephone** (requires a \$1.00 verification fee) – You can submit a domestic *Telephone Change of Address (TCOA)* request by calling 1-800-ASK-USPS (1-800-275-8777). Filing a Telephone Change of Address adds security, convenience, and improved accuracy. For additional information, go to the [Telephone Change Address FAQ](#).
 - **Use PS Form 3575 – Change of Address -**
 - Go to your Local Post Office
 - Print the Online form and mail or hand it in
 - Your mail carrier can bring a COA form to your address
- **How do I file a Change of Address if multiple people in my household are moving?**

If some members of your household with the same last name are moving with you, but others are staying, you need to fill out a separate Change of Address (COA) form for each person moving using the "individual" option. If members of your family with different last names are moving with you, but others are staying, you also need to fill out a separate COA form for each person moving using the "individual" option. If your entire family is moving to the same address, and each member has the same last name, you only need to fill out one COA form using the "family" option.

How long is Change of Address mail forwarded?

Once your Change of Address is effective, mail is forwarded to your new address as quickly as possible. However, there is no estimated delivery time for forwarded mail, and forwarded mail may be subject to additional postage. Information on the forwarding of specific mail classes is as follows:

- **First-Class Mail®, First-Class Package Service, and Priority Mail®**
 - First-Class Mail®, First-Class Package Service, and Priority Mail® service is forwarded for 12 months, at no charge, as long as the sender did not place a non-forwarding endorsement on the mailpiece
 - During months 13-18, the mail is returned to sender with the new address
 - After 18 months, the mail is simply returned to the sender
- **Express Mail®**
 - When forwarded, Express Mail service receives the same expedited treatment as before; however, the delivery guarantee is void
 - Express Mail is forwarded for 12 months as long as the sender did not place a non-forwarding endorsement on the mailpiece
 - During months 13-18, the mail is returned to sender with the new address
- **Periodicals**
 - Magazines and newspapers are forwarded for 60 days, at no charge
 - After 60 days, the Computerized Forwarding System (CFS) will handle the periodical based on the type of COA the customer has on file:
 - Temporary COA - Periodicals will be disposed of
 - Permanent COA - Periodicals are returned to sender with the new address
- **Accountable mail**
 - Accountable mail can be forwarded when a COA is on file, but the delivery guarantee is voided for these mail pieces
- **Standard Mail®**
 - Standard Mail, such as mail-order merchandise under 1 pound, circulars, and catalogs are forwarded only with special endorsements from the mailer
- **Package Services and Commercial Parcel Select**
 - Package Service Mail (includes Parcel Post, Library Mail, Bound Printed Matter, Media Mail), with no endorsement, is forwarded locally for 12 months at no charge. Additional forwarding charges are paid by you if you move outside the local area (includes packages weighing 16 ounces or more not mailed as Priority **Mail** service).
- **International Mail**
 - Express Mail service, Periodicals, Package Services, and Standard Mail items are not forwarded internationally. In addition, First-Class Mail and Priority Mail service items that contain a non-forwarding endorsement or appear to contain merchandise are not forwarded internationally.
 - First-Class Mail, Priority Mail cards, and unregistered letters are forwarded internationally, for 12 months, as long as both of the following conditions are met:
 - The mailpiece does not contain a non-forwarding endorsement

- The mailpiece does not appear to contain merchandise
- A temporary COA forwards mail for 6 month intervals, not to exceed 1 year
- The Post Office™ will advise publishers of a customer's new address
- All international mail that is not forwarded will be treated as RTS (returned to sender) or waste, depending on the class of mail

Note: For items originating outside the United States that are sent to an addressee who has moved within the United States, refer to the postal service of the foreign country.

Customers can also access answers to frequently asked questions by visiting the US Postal Service website at usps.com/customerservice/welcome.htm.